Board of Pardons and Parole Incidents Report

1/1/2010 to **1/31/2010** as of **2/1/2010**

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - FCR Met

				Low	Medium	Total
Diebold	**EIS Hardware**	**Printer**	**None**	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	Total			1 0	0 0	1 0
Help Desk	**Telecom**	**Dial Tone**	**None**	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	Total			1 0	0 0	1 0
Metro C Help Desk	**_No Tier 2**	**None**	**Offender Tracking**	2 2	0 0	2 2
		Total		2 2	0 0	2 2

				Low	Medium	Total
Metro C Help Desk	**_No Tier 2**	**Total**		2 2	0 0	2 2
	Total			2 2	0 0	2 2
Rural Central Desktop Support	**Application**	**Error**	**None**	1 1	0 0	1 1
			Novell GroupWise	1 1	0 0	1 1
			PGP	1 1	0 0	1 1
			Total	3 3	0 0	3 3
		Password	**PGP**	1 1	0 0	1 1
			Total	1 1	0 0	1 1
		Total		4 4	0 0	4 4
	Mobile Devices	**Error**	**iPhone**	1 1	0 0	1 1
			Total	1 1	0 0	1 1
		Total		1 1	0 0	1 1
	Network	**Password**	**Novell Client for 32-bit**	1 1	0 0	1 1
			Total	1 1	0 0	1 1
		Total		1 1	0 0	1 1
	PC/Laptop	**Password**	**None**	1 1	0 0	1 1

				Low	Medium	Total
Rural Central Desktop Support	**PC/Laptop**	**Password**	**Total**	1 1	0 0	1 1
		Virus	**Microsoft Windows XP**	1 1	0 0	1 1
			Total	1 1	0 0	1 1
		Total		2 2	0 0	2 2
	Print/Copy/Scan/Fax	**Paper Jam**	**None**	1 1	0 0	1 1
			Total	1 1	0 0	1 1
		Total		1 1	0 0	1 1
	Total			9 9	0 0	9 9
Security	**Application**	**Password**	**PGP for Personal**	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	Total			1 0	0 0	1 0
Voice Operations	**Telecom**	**Call/Receive**	**None**	0 0	2 0	2 0
			Total	0 0	2 0	2 0
		Hardware	**None**	1 0	0 0	1 0
			Total	1 0	0 0	1 0

				Low	Medium	Total
Voice Operations	**Telecom**	**Voice Mail**	**None**	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		2 0	2 0	4 0
	Total			2 0	2 0	4 0
Total				16 11	2 0	18 11

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

				Top Number - Total Incidents **Bottom Number - Missed Inital Response**		
				Low	**Medium**	**Total**
Diebold	**EIS Hardware**	**Printer**	**None**	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	Total			1 0	0 0	1 0
Help Desk	**Telecom**	**Dial Tone**	**None**	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	Total			1 0	0 0	1 0
Metro C Help Desk	**_No Tier 2**	**None**	**Offender Tracking**	2 0	0 0	2 0
			Total	2 0	0 0	2 0
		Total		2 0	0 0	2 0
	Total			2 0	0 0	2 0

				Low	Medium	Total
Rural Central Desktop Support	**Application**	**Error**	**None**	10	00	10
			Novell GroupWise	10	00	10
			PGP	10	00	10
			Total	30	00	30
		Password	**PGP**	10	00	10
			Total	10	00	10
		Total		40	00	40
	Mobile Devices	**Error**	**iPhone**	10	00	10
			Total	10	00	10
		Total		10	00	10
	Network	**Password**	**Novell Client for 32-bit**	10	00	10
			Total	10	00	10
		Total		10	00	10
	PC/Laptop	**Password**	**None**	10	00	10
			Total	10	00	10
		Virus	**Microsoft Windows XP**	10	00	10

				Low	Medium	Total
Rural Central Desktop Support	**PC/Laptop**	**Virus**	**Total**	10	0	10
		Total		20	0	20
	Print/Copy/Scan/Fax	**Paper Jam**	**None**	10	0	10
			Total	10	0	10
		Total		10	0	10
	Total			90	0	90
Security	**Application**	**Password**	**PGP for Personal**	11	0	11
			Total	11	0	11
		Total		11	0	11
	Total			11	0	11
Voice Operations	**Telecom**	**Call/Receive**	**None**	00	20	20
			Total	00	20	20
		Hardware	**None**	10	0	10
			Total	10	0	10
		Voice Mail	**None**	10	0	10
			Total	10	0	10

			Low	Medium	Total
Voice Operations	**Telecom**	**Total**	20	20	40
	Total		20	20	40
Total			161	20	181

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

				Low	Medium	Total
Diebold	**EIS Hardware**	**Printer**	**None**	1 0.09	0 0.00	1 0.09
			Total	1 0.09	0 0.00	1 0.09
		Total		1 0.09	0 0.00	1 0.09
	Total			1 0.09	0 0.00	1 0.09
Help Desk	**Telecom**	**Dial Tone**	**None**	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Total		1 0.00	0 0.00	1 0.00
	Total			1 0.00	0 0.00	1 0.00
Metro C Help Desk	**_No Tier 2**	**None**	**Offender Tracking**	2 0.00	0 0.00	2 0.00
			Total	2 0.00	0 0.00	2 0.00
		Total		2 0.00	0 0.00	2 0.00
	Total			2 0.00	0 0.00	2 0.00
Rural Central Desktop	**Application**	**Error**	**None**	1 0.00	0 0.00	1 0.00

				Low	Medium	Total
Rural Central Desktop Support	**Application**	**Error**	Novell GroupWise	1 0.00	0 0.00	1 0.00
			PGP	1 0.00	0 0.00	1 0.00
			Total	3 0.00	0 0.00	3 0.00
		Password	**PGP**	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Total		4 0.00	0 0.00	4 0.00
	Mobile Devices	**Error**	iPhone	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Total		1 0.00	0 0.00	1 0.00
	Network	**Password**	Novell Client for 32-bit	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Total		1 0.00	0 0.00	1 0.00
	PC/Laptop	**Password**	None	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Virus	Microsoft Windows XP	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00

				Low	Medium	Total
Rural Central Desktop Support	**PC/Laptop**	**Total**		2 0.00	0 0.00	2 0.00
	Print/Copy/Scan/Fax	**Paper Jam**	**None**	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Total		1 0.00	0 0.00	1 0.00
	Total			9 0.00	0 0.00	9 0.00
Security	**Application**	**Password**	**PGP for Personal**	1 0.77	0 0.00	1 0.77
			Total	1 0.77	0 0.00	1 0.77
		Total		1 0.77	0 0.00	1 0.77
	Total			1 0.77	0 0.00	1 0.77
Voice Operations	**Telecom**	**Call/Receive**	**None**	0 0.00	2 0.05	2 0.05
			Total	0 0.00	2 0.05	2 0.05
		Hardware	**None**	1 0.16	0 0.00	1 0.16
			Total	1 0.16	0 0.00	1 0.16
		Voice Mail	**None**	1 0.14	0 0.00	1 0.14
			Total	1 0.14	0 0.00	1 0.14
		Total		2 0.15	2 0.05	4 0.10

		Low	Medium	Total
Voice Operations	**Total**	2 0.15	2 0.05	4 0.10
Total		16 0.12	2 0.05	18 0.11

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

				Low	Medium	Total
Diebold	**EIS Hardware**	**Printer**	**None**	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	Total			1 0	0 0	1 0
Help Desk	**Telecom**	**Dial Tone**	**None**	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	Total			1 0	0 0	1 0
Metro C Help Desk	**_No Tier 2**	**None**	**Offender Tracking**	2 0	0 0	2 0
			Total	2 0	0 0	2 0
		Total		2 0	0 0	2 0
	Total			2 0	0 0	2 0
Rural Central Desktop	**Application**	**Error**	**None**	1 0	0 0	1 0

				Low	Medium	Total
Rural Central Desktop Support	**Application**	**Error**	**Novell GroupWise**	10	00	10
			PGP	10	00	10
			Total	30	00	30
		Password	**PGP**	10	00	10
			Total	10	00	10
		Total		40	00	40
	Mobile Devices	**Error**	**iPhone**	10	00	10
			Total	10	00	10
		Total		10	00	10
	Network	**Password**	**Novell Client for 32-bit**	10	00	10
			Total	10	00	10
		Total		10	00	10
	PC/Laptop	**Password**	**None**	10	00	10
			Total	10	00	10
		Virus	**Microsoft Windows XP**	10	00	10
			Total	10	00	10

				Low	Medium	Total
Rural Central Desktop Support	**PC/Laptop**	**Total**		20	00	20
	Print/Copy/Scan/Fax	**Paper Jam**	**None**	10	00	10
			Total	10	00	10
		Total		10	00	10
	Total			90	00	90
Security	**Application**	**Password**	**PGP for Personal**	10	00	10
			Total	10	00	10
		Total		10	00	10
	Total			10	00	10
Voice Operations	**Telecom**	**Call/Receive**	**None**	00	20	20
			Total	00	20	20
		Hardware	**None**	10	00	10
			Total	10	00	10
		Voice Mail	**None**	10	00	10
			Total	10	00	10
		Total		20	20	40

		Low	Medium	Total
Voice Operations	Total	20	20	40
Total		160	20	180

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

				Low	Medium	Total
Diebold	**EIS Hardware**	**Printer**	**None**	1 2.32	0 0.00	1 2.32
			Total	1 2.32	0 0.00	1 2.32
		Total		1 2.32	0 0.00	1 2.32
	Total			1 2.32	0 0.00	1 2.32
Help Desk	**Telecom**	**Dial Tone**	**None**	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Total		1 0.00	0 0.00	1 0.00
	Total			1 0.00	0 0.00	1 0.00
Metro C Help Desk	**_No Tier 2**	**None**	**Offender Tracking**	2 0.00	0 0.00	2 0.00
			Total	2 0.00	0 0.00	2 0.00
		Total		2 0.00	0 0.00	2 0.00
	Total			2 0.00	0 0.00	2 0.00

				Low	Medium	Total
Rural Central Desktop Support	**Application**	**Error**	**None**	1 0.00	0 0.00	1 0.00
			Novell GroupWise	1 0.00	0 0.00	1 0.00
			PGP	1 0.00	0 0.00	1 0.00
			Total	3 0.00	0 0.00	3 0.00
		Password	**PGP**	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Total		4 0.00	0 0.00	4 0.00
	Mobile Devices	**Error**	**iPhone**	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Total		1 0.00	0 0.00	1 0.00
	Network	**Password**	**Novell Client for 32-bit**	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Total		1 0.00	0 0.00	1 0.00
	PC/Laptop	**Password**	**None**	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Virus	**Microsoft Windows XP**	1 0.00	0 0.00	1 0.00

				Low	Medium	Total
Rural Central Desktop Support	**PC/Laptop**	**Virus**	**Total**	1 0.00	0 0.00	1 0.00
		Total		2 0.00	0 0.00	2 0.00
	Print/Copy/Scan/Fax	**Paper Jam**	**None**	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Total		1 0.00	0 0.00	1 0.00
	Total			9 0.00	0 0.00	9 0.00
Security	**Application**	**Password**	**PGP for Personal**	1 1.75	0 0.00	1 1.75
			Total	1 1.75	0 0.00	1 1.75
		Total		1 1.75	0 0.00	1 1.75
	Total			1 1.75	0 0.00	1 1.75
Voice Operations	**Telecom**	**Call/Receive**	**None**	0 0.00	2 0.30	2 0.30
			Total	0 0.00	2 0.30	2 0.30
		Hardware	**None**	1 9.96	0 0.00	1 9.96
			Total	1 9.96	0 0.00	1 9.96
		Voice Mail	**None**	1 0.30	0 0.00	1 0.30
			Total	1 0.30	0 0.00	1 0.30

			Low	Medium	Total
Voice Operations	**Telecom**	**Total**	2 5.13	2 0.30	4 3.06
	Total		2 5.13	2 0.30	4 3.06
Total			16 1.43	2 0.30	18 1.28

INC000000067639	_No Tier 2	None	Offender Tracking		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Board of Pardons and Pa	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000071358	_No Tier 2	None	Offender Tracking		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Board of Pardons and Pa	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000057564	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Board of Pardons and Pa	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000058465	Application	Error	PGP		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Board of Pardons and Pa	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000061306	Application	Password	PGP for Personal Privacy		TIR Missed:	Yes	TIR:	1.54
	Security	Board of Pardons and Pa	Low	Closed	TTR Missed:	No	TTR:	3.49
INC000000061668	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Board of Pardons and Pa	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000070478	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Board of Pardons and Pa	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000068689	EIS Hardware	Printer	None		TIR Missed:	No	TIR:	0.18
	Diebold	Board of Pardons and Pa	Low	Resolved	TTR Missed:	No	TTR:	4.64
INC000000067195	Mobile Devices	Error	iPhone		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Board of Pardons and Pa	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000063297	Network	Password	Novell Client for 32-bit Wi		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Board of Pardons and Pa	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000064365	PC/Laptop	Virus	Microsoft Windows XP Pr		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Board of Pardons and Pa	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000065292	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Board of Pardons and Pa	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000067986	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Board of Pardons and Pa	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000060013	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.27
	Voice Operations	Board of Pardons and Pa	Low	Closed	TTR Missed:	No	TTR:	0.60
INC000000061259	Telecom	Dial Tone	None		TIR Missed:	No	TIR:	0.00

	Help Desk		Board of Pardons and Pa	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000061261	Telecom		Call/Receive		None		TIR Missed:	No	TIR:	0.14
INC000000061261	Telecom		Call/Receive		None		TIR Missed:	No	TIR:	0.00
	Voice Operations		Board of Pardons and Pa	Medium		Closed	TTR Missed:	No	TTR:	0.90
	Voice Operations		Board of Pardons and Pa	Medium		Closed	TTR Missed:	No	TTR:	0.00
INC000000066932	Telecom		Hardware		None		TIR Missed:	No	TIR:	0.32
	Voice Operations		Board of Pardons and Pa	Low		Resolved	TTR Missed:	No	TTR:	19.92